

MedStar Hospitals

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
090004	GEORGETOWN UNIVERSITY HOSPITAL	3800 RESERVOIR RD
090011	WASHINGTON HOSPITAL CENTER	110 IRVING ST NW
210028	SAINT MARY'S HOSPITAL	PO BOX 527
210018	MONTGOMERY GENERAL HOSPITAL INC	18101 PRINCE PHILIP DRIVE
210034	HARBOR HOSPITAL	3001 S HANOVER STREET
210024	UNION MEMORIAL HOSPITAL	201 E UNIVERSITY PKY
210056	GOOD SAMARITAN HOSPITAL	5601 LOCH RAVEN BLVD
210015	FRANKLIN SQUARE HOSPITAL CENTER	9000 FRANKLIN SQUARE DR

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Address 2	Address 3	City	State
		WASHINGTON	DC
		WASHINGTON	DC
		LEONARDTOWN	MD
		OLNEY	MD
		BALTIMORE	MD
		BALTIMORE	MD
		BALTIMORE	MD
		BALTIMORE	MD

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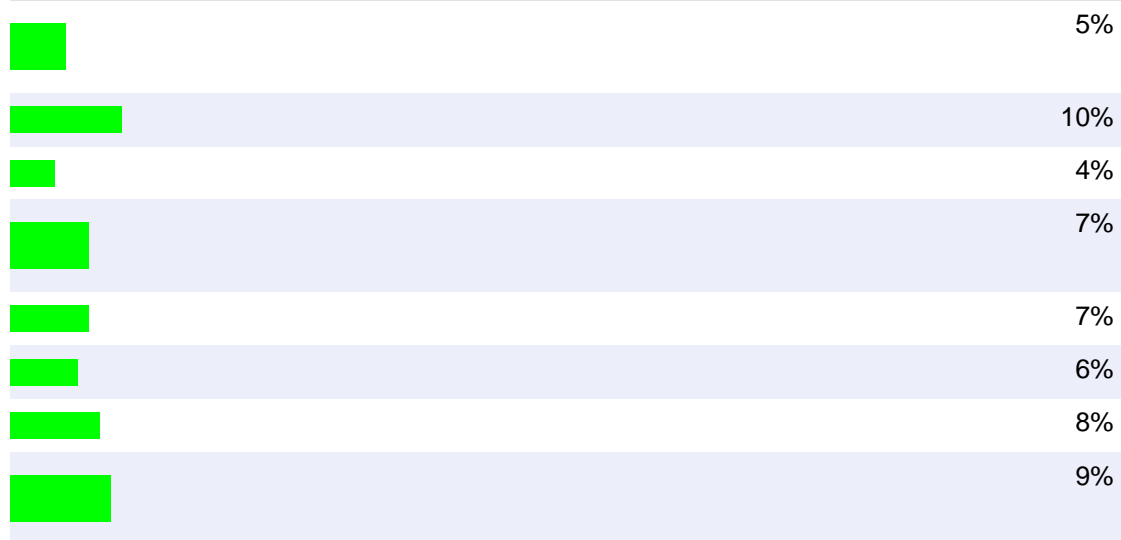
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ZIP Code	County Name	Phone Number
20007	DISTRICT OF COLUMBIA	2027843000
20010	DISTRICT OF COLUMBIA	2028777000
20650	SAINT MARYS	3014756001
20832	MONTGOMERY	3017748771
21225	BALTIMORE CITY	4103503201
21218	BALTIMORE CITY	4105542227
21239	BALTIMORE CITY	4434443902
21237	BALTIMORE	4437777850

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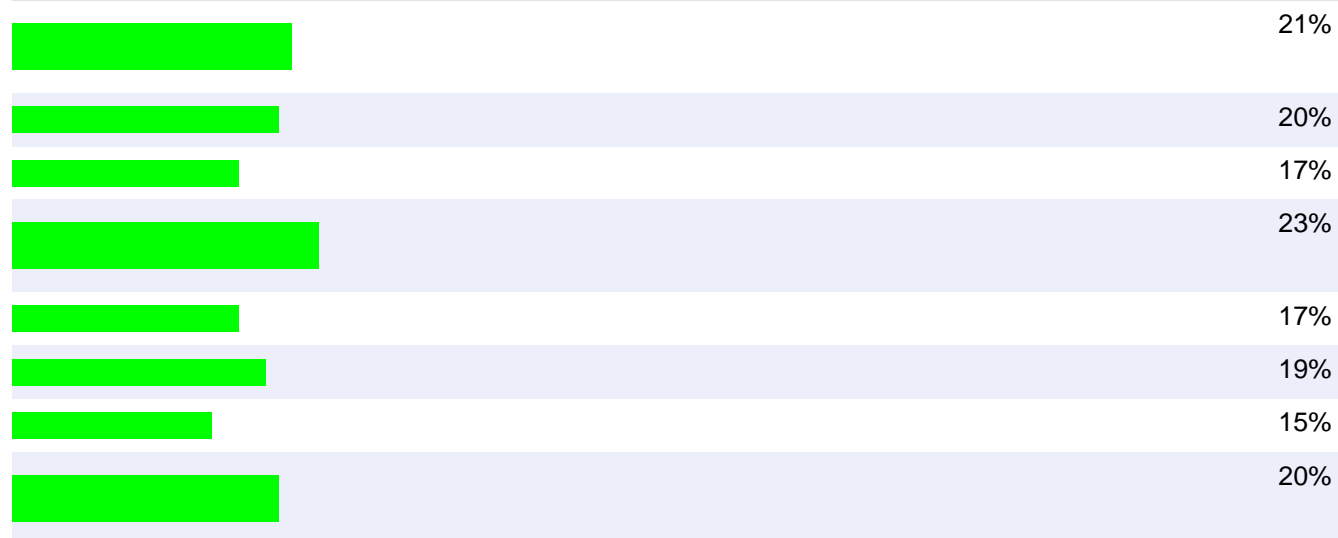
Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

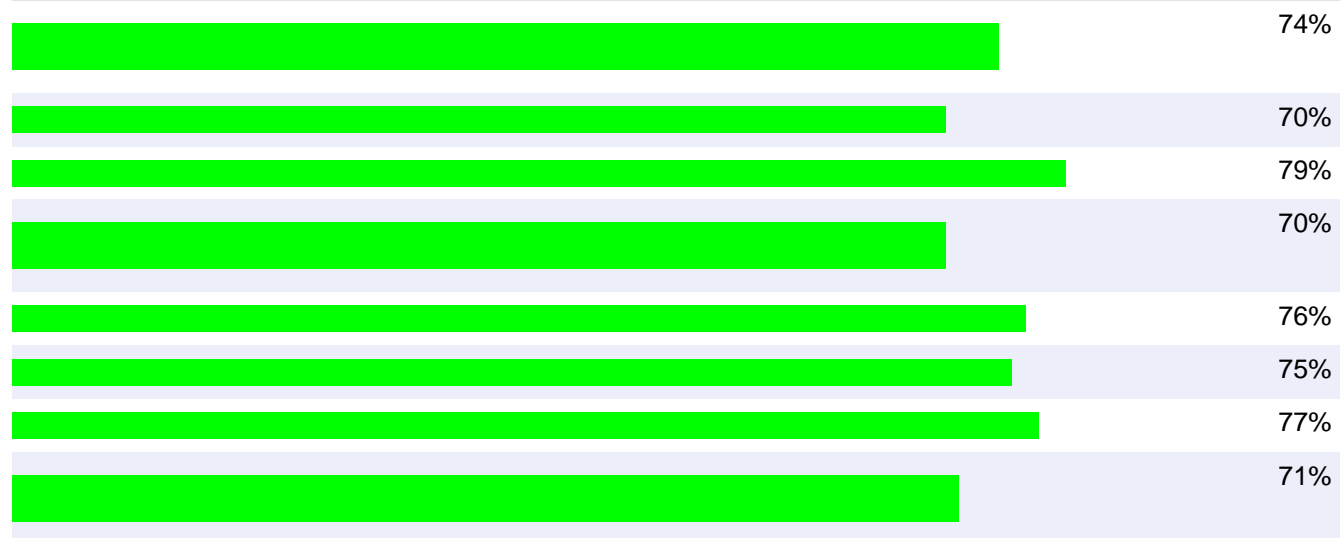
Percent of patients who reported that their nurses "Usually" communicated well.



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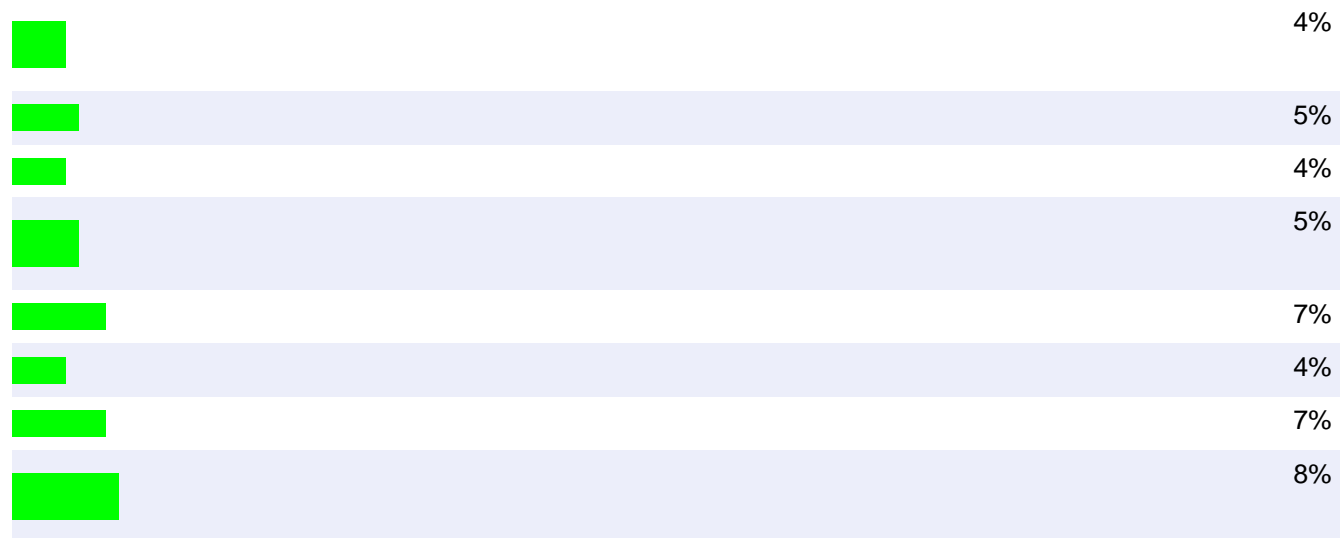
Percent of patients who reported that their nurses "Always" communicated well.



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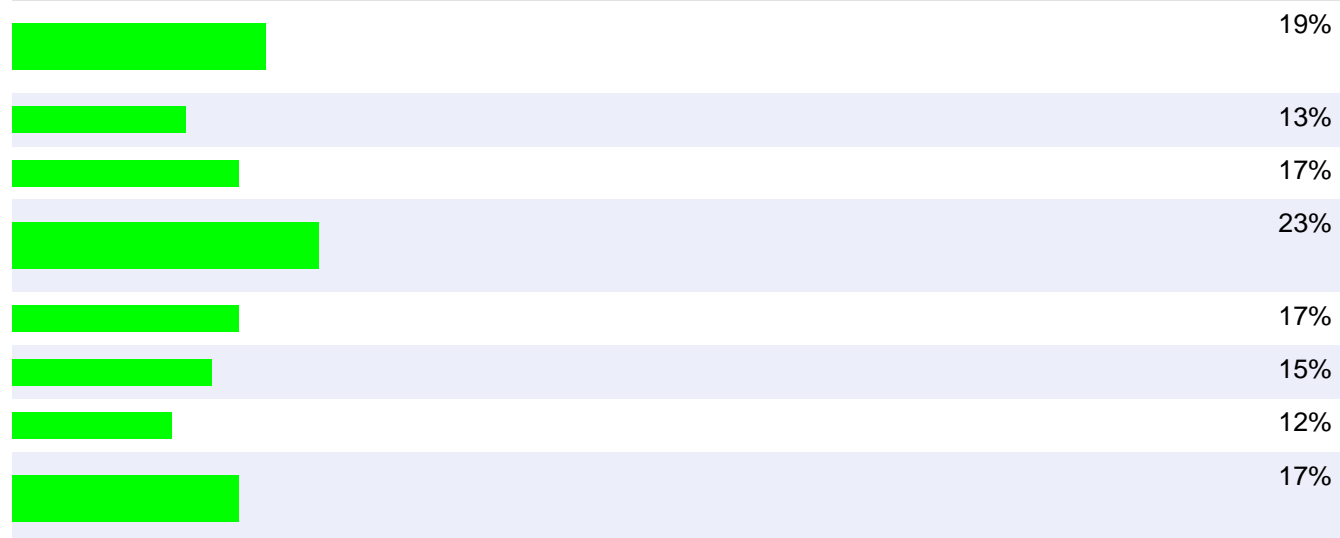
Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.



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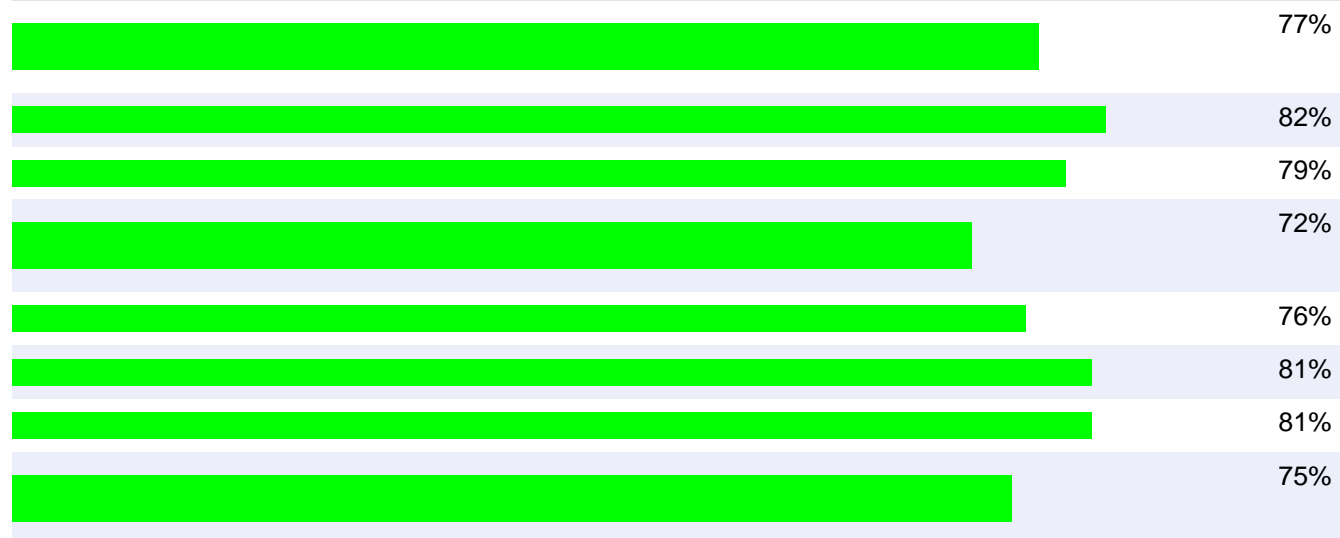
Percent of patients who reported that their doctors "Usually" communicated well.



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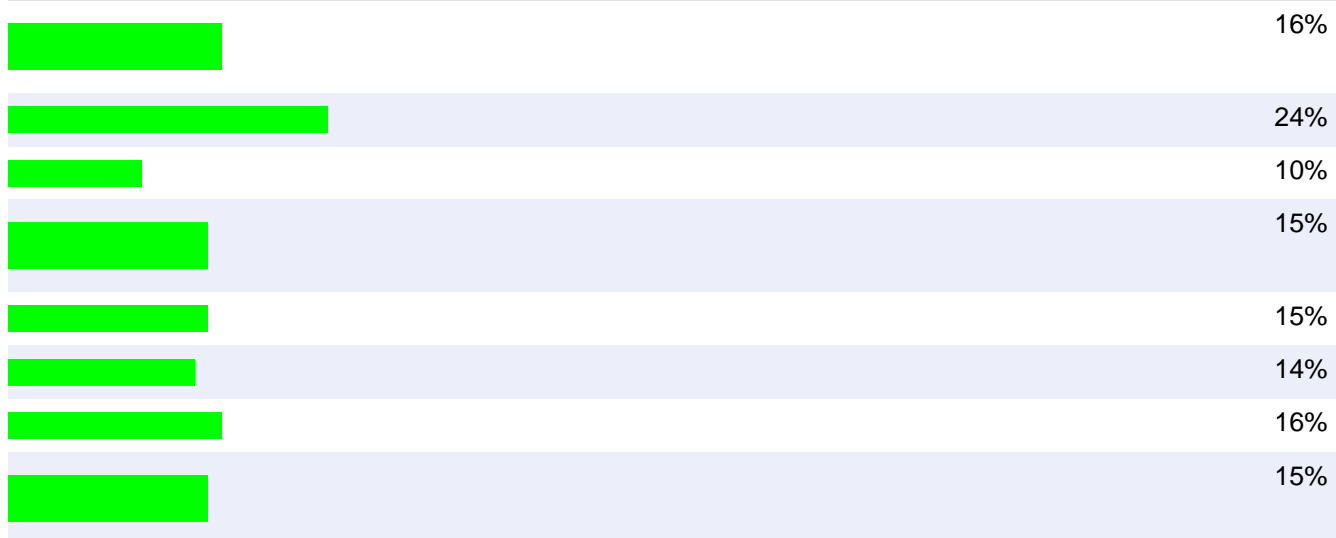
Percent of patients who reported that their doctors "Always" communicated well.



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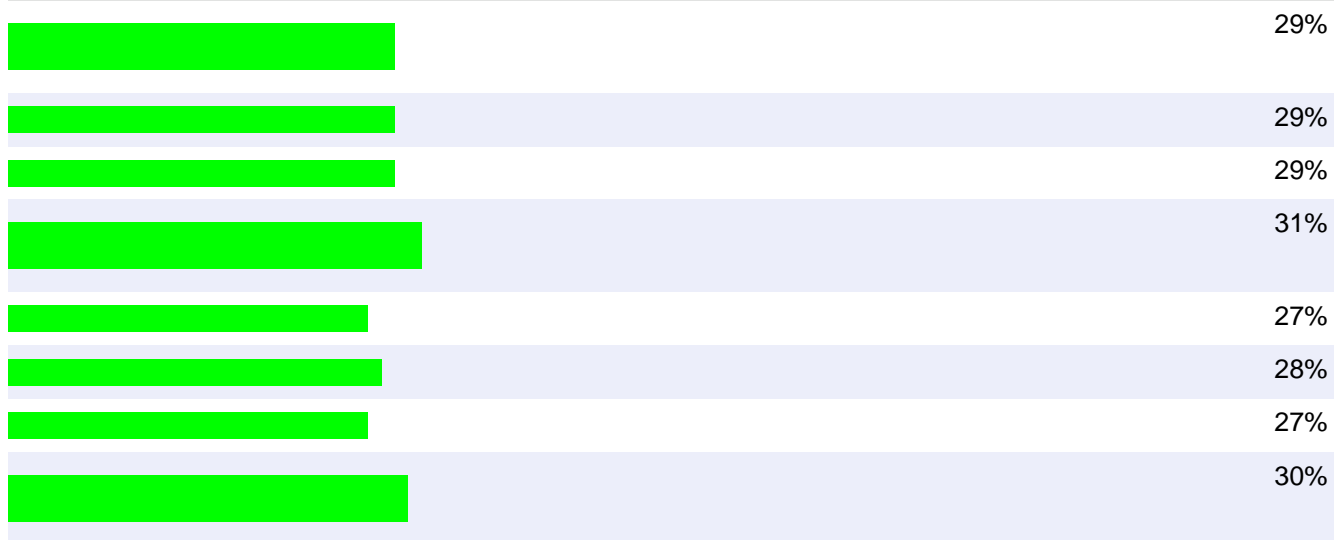
Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

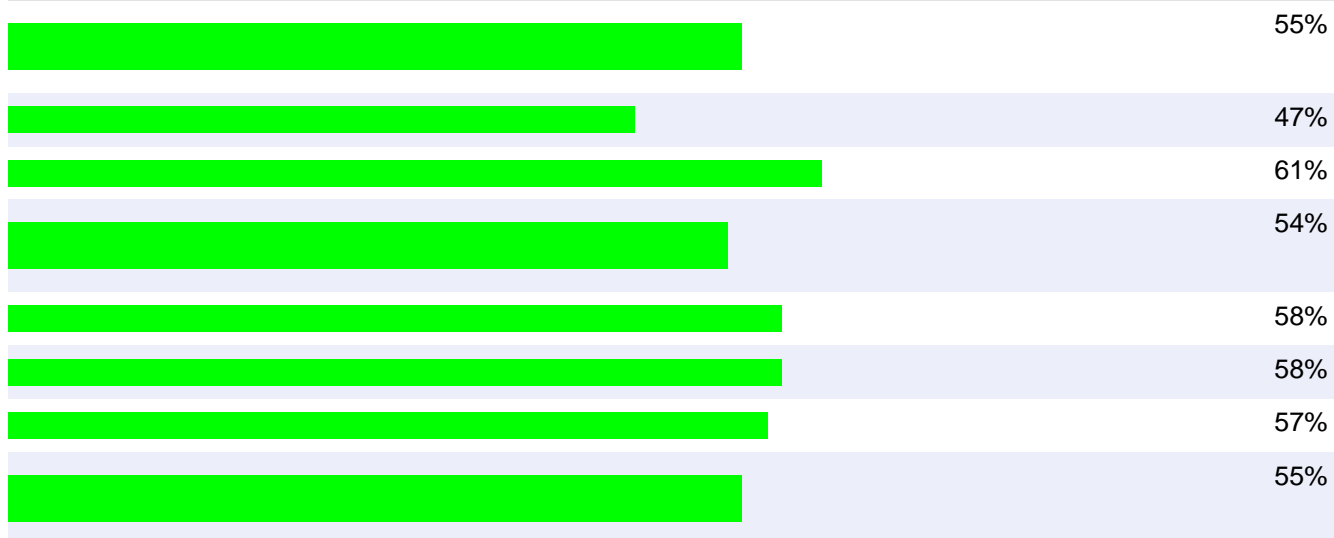
Percent of patients who reported that they "Usually" received help as soon as they wanted.



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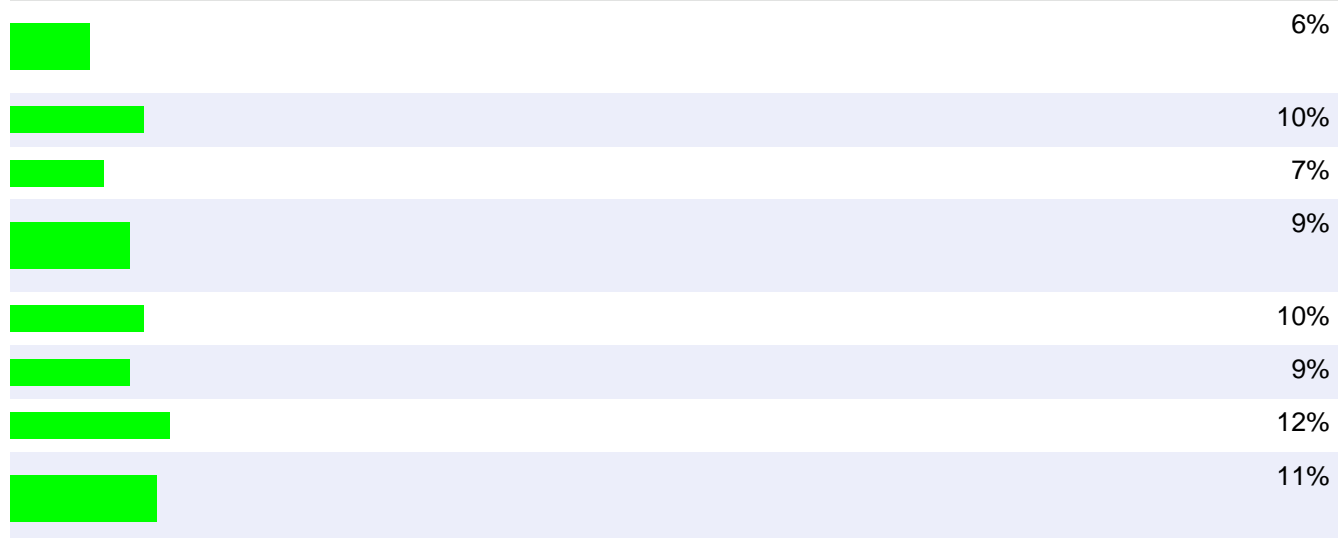
Percent of patients who reported that they "Always" received help as soon as they wanted.



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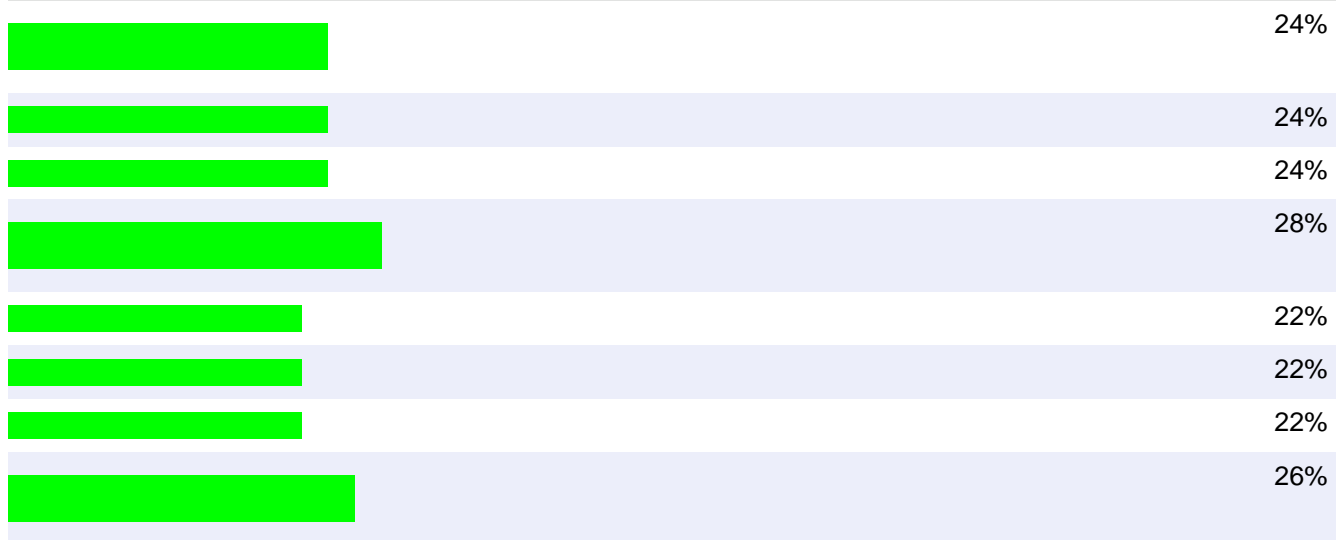
Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



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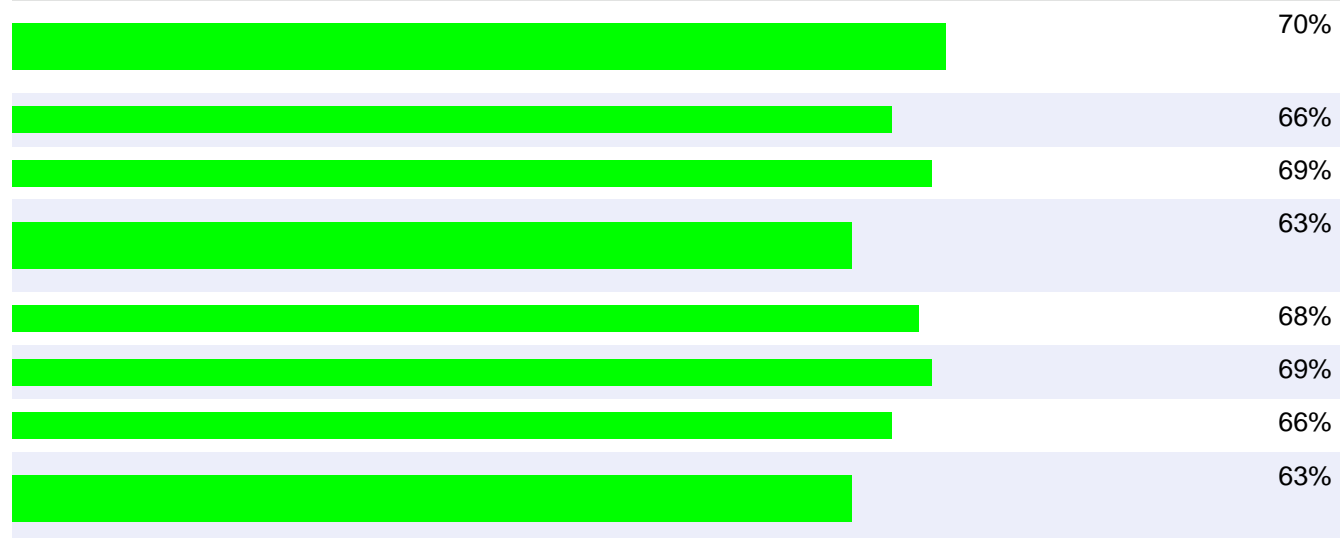
Percent of patients who reported that their pain was "Usually" well controlled.



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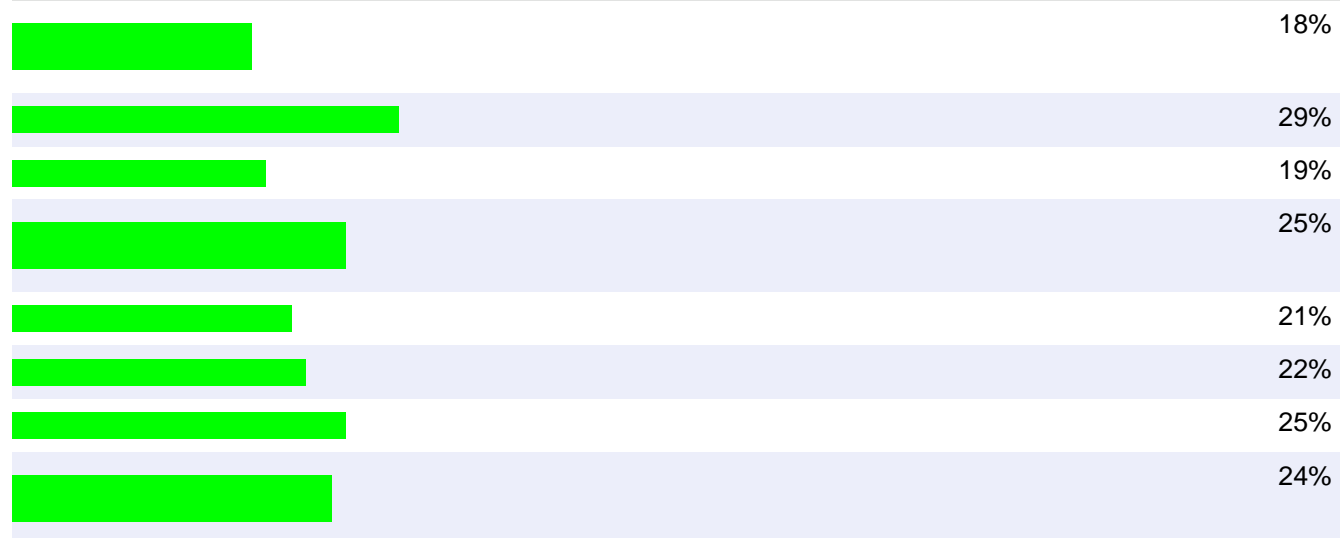
Percent of patients who reported that their pain was "Always" well controlled.



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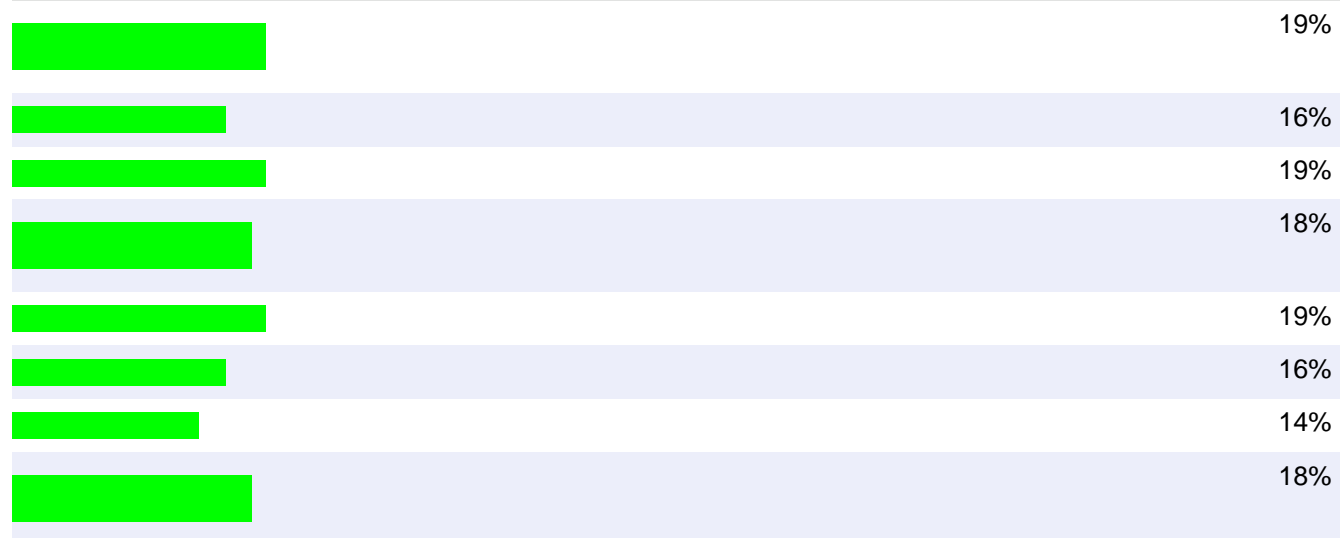
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

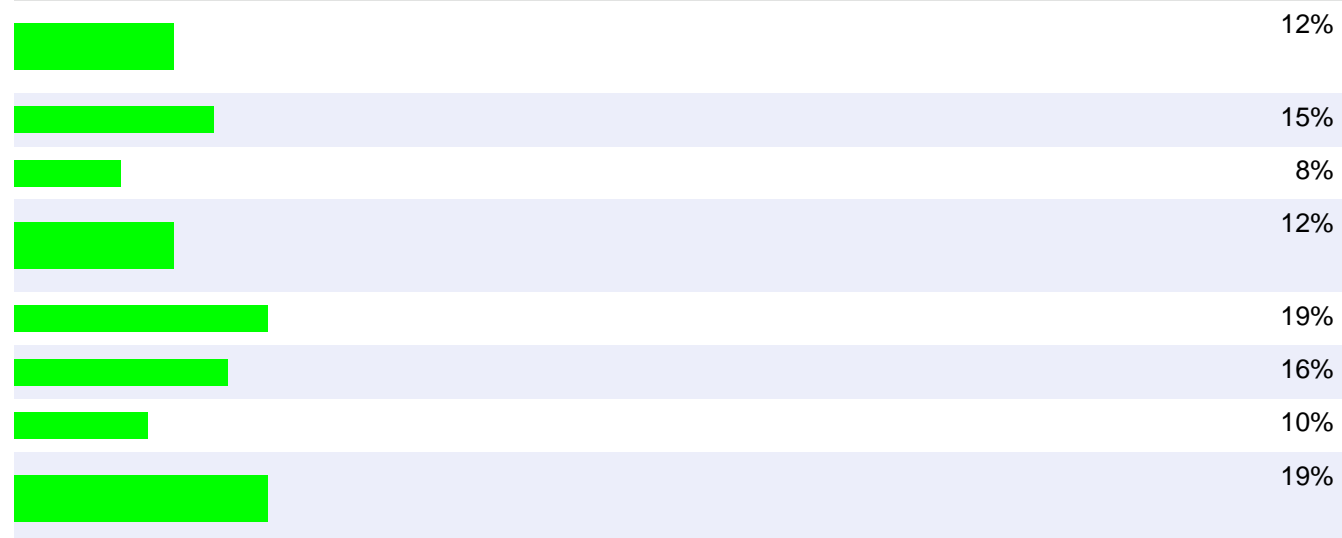
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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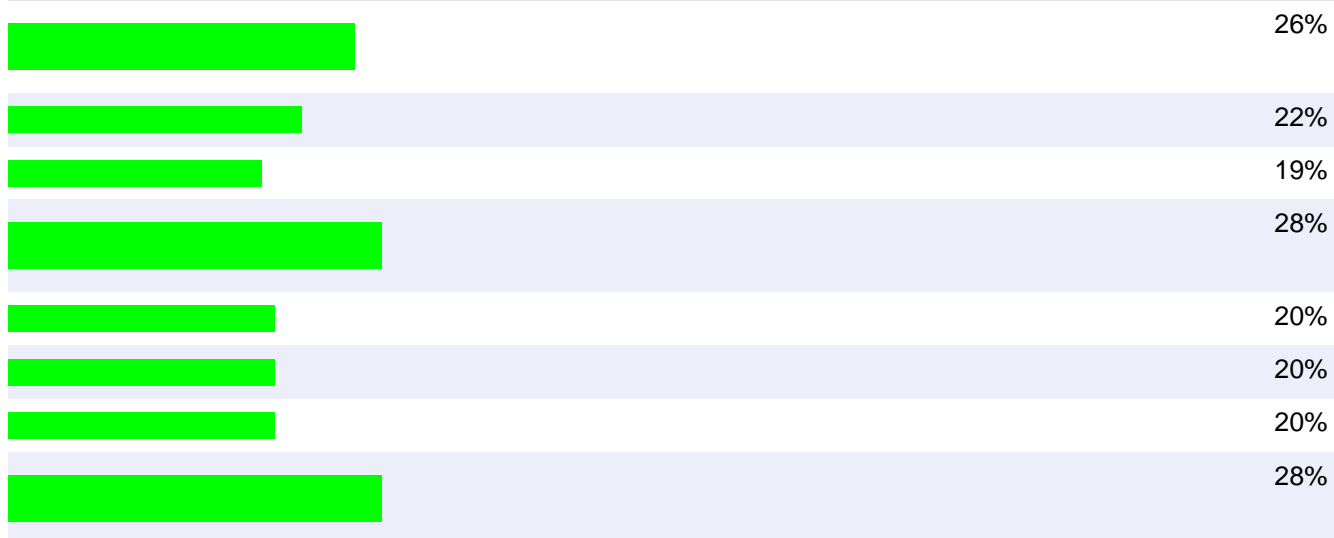
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



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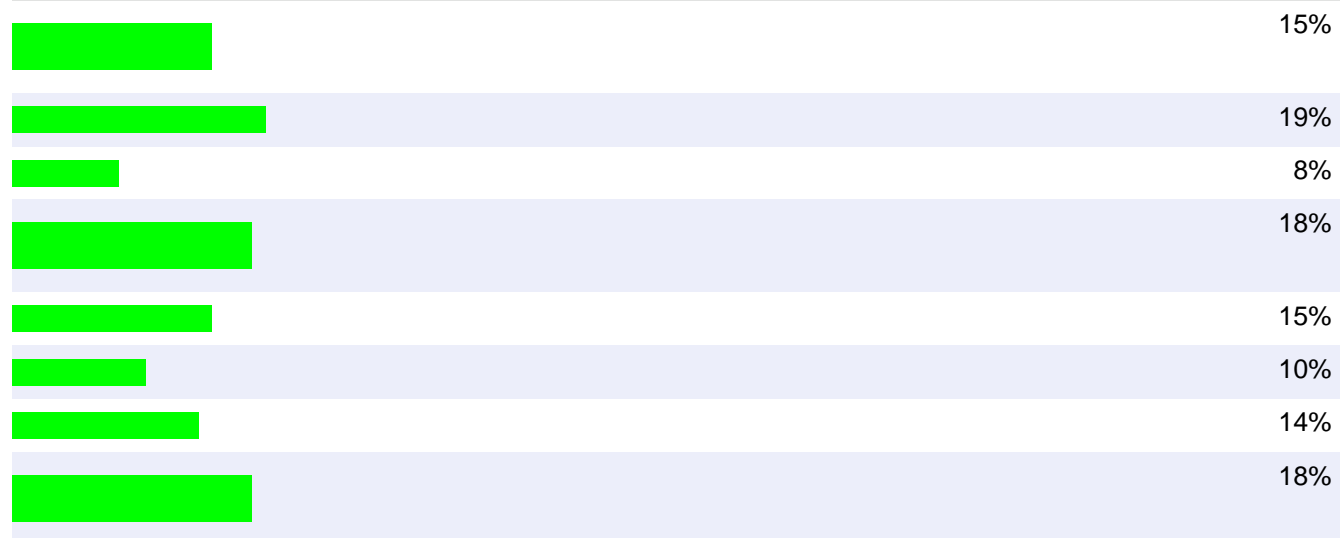
Percent of patients who reported that their room and bathroom were "Always" clean.



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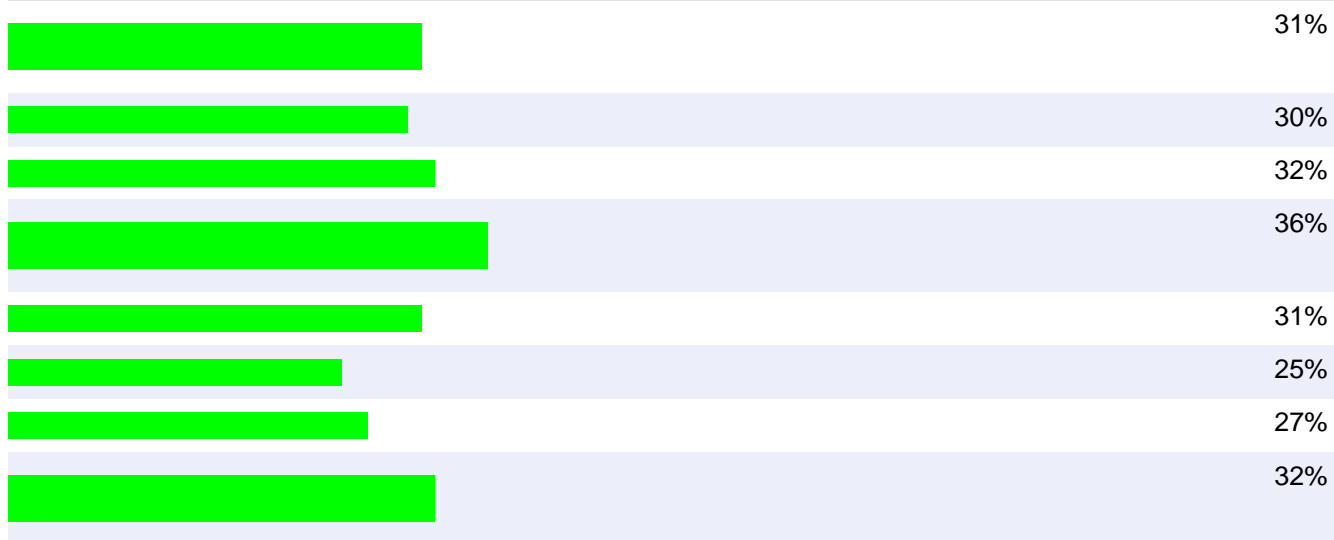
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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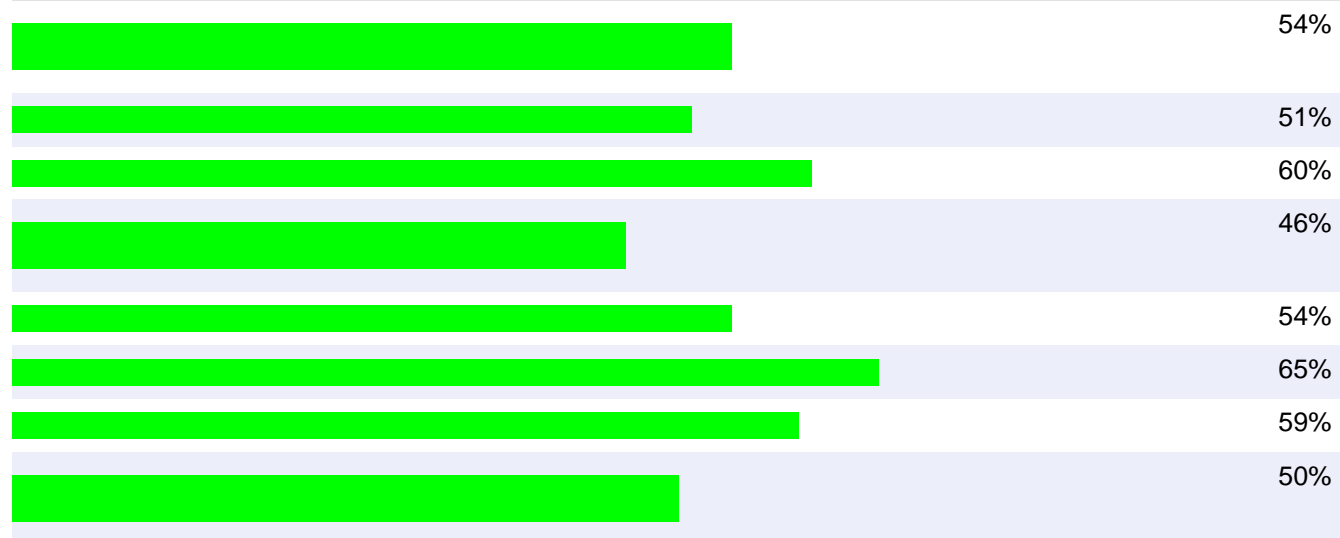
Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Percent of patients who reported that the area around their room was "Always" quiet at night.



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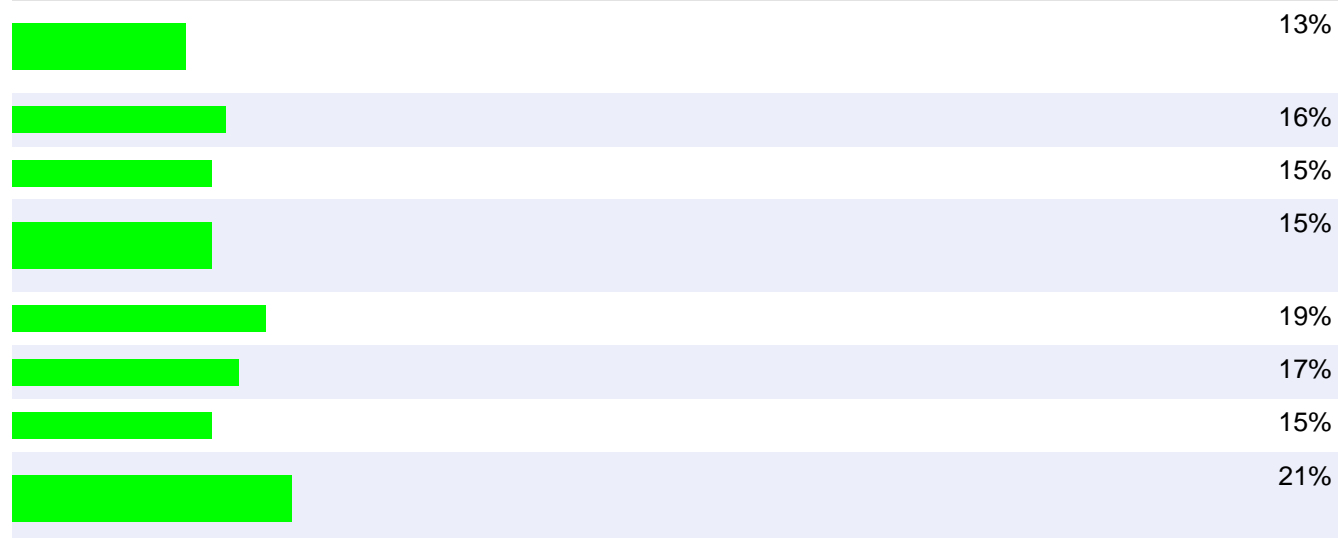
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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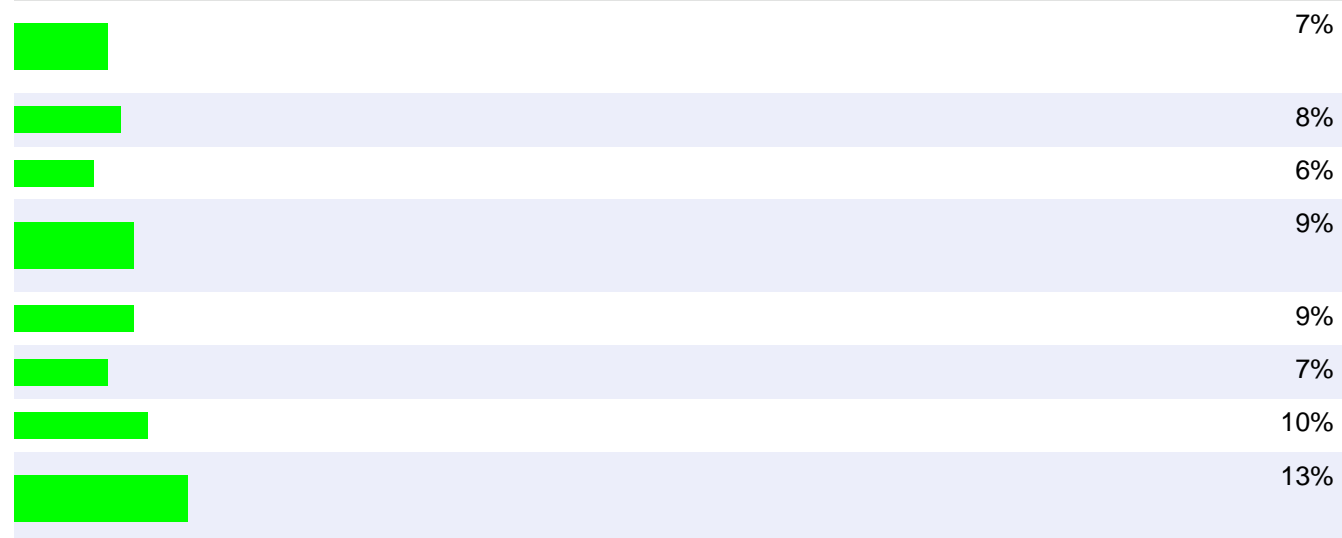
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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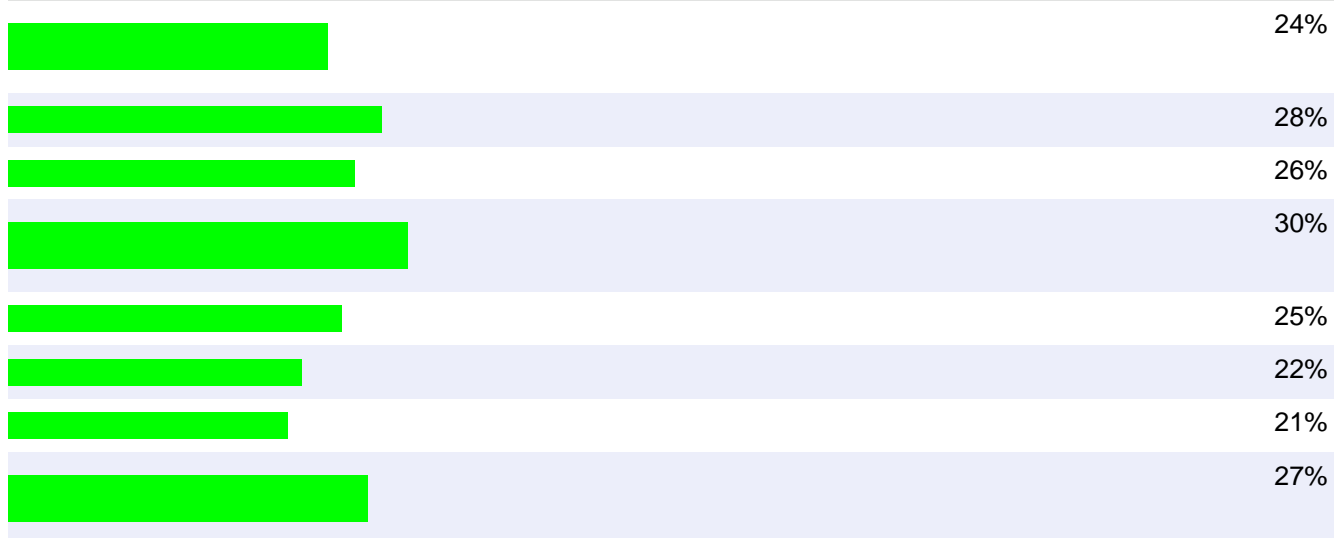
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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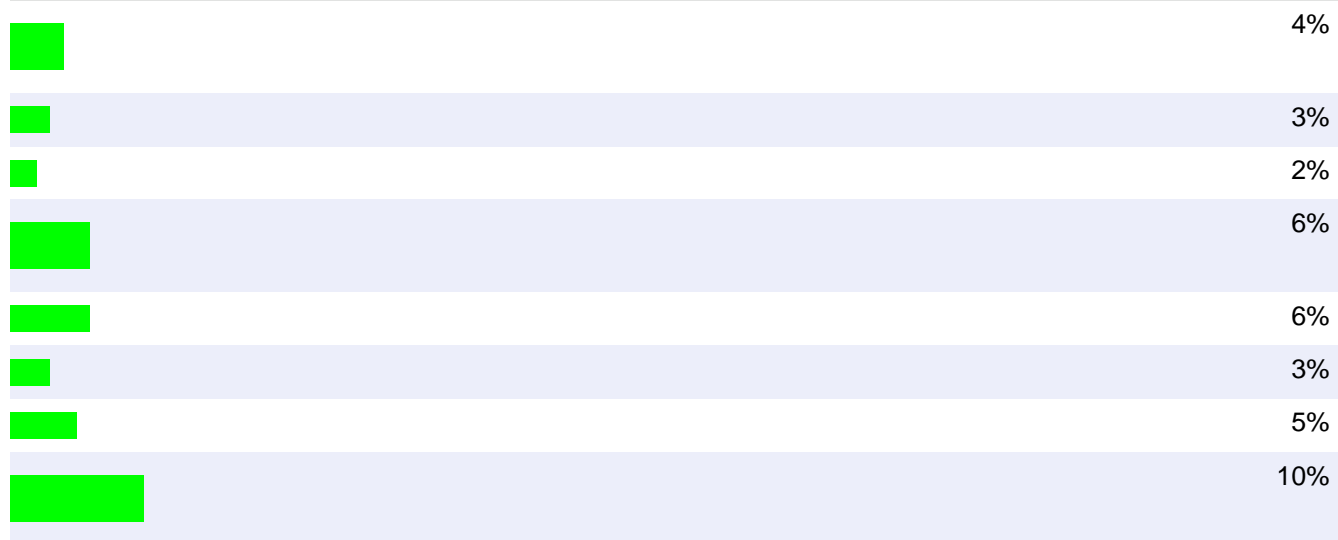
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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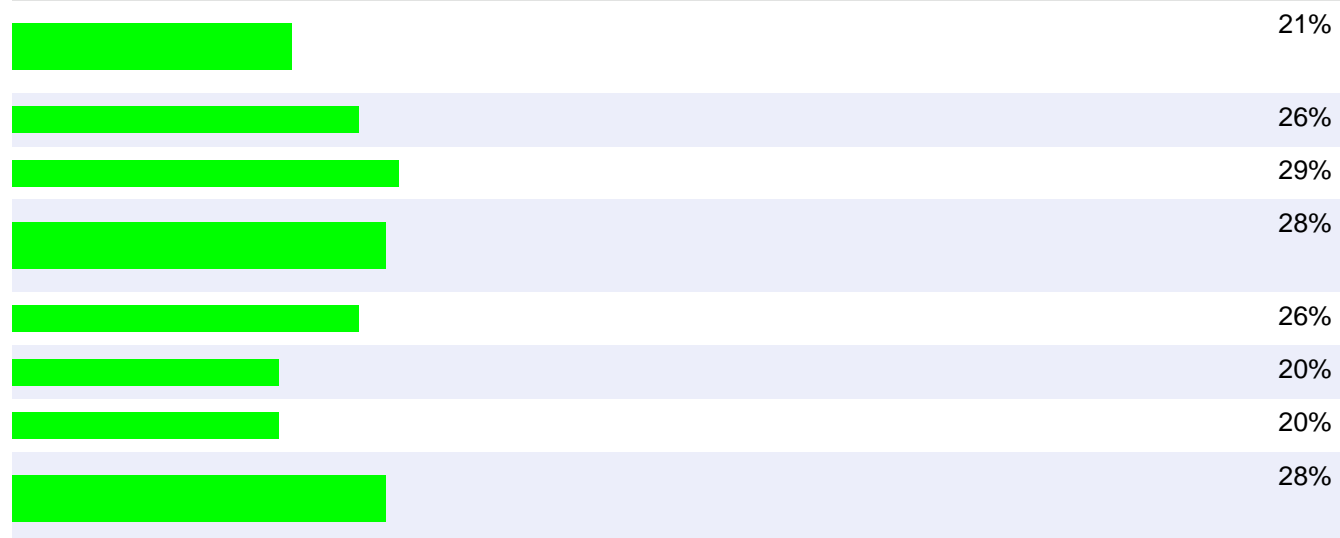
Percent of patients who reported NO,they would not recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.



MedStar Hospitals

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.











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Number of Completed Surveys	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	

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Survey Response Rate Percent	Hospital Footnote
 26%	
 25%	
 32%	
 26%	
 21%	
 30%	
 22%	
 25%	